

## Problems/Solutions

- Problem: It doesn't seem to work!
- Solution: Perhaps PopAddress has been turned off. Make sure the switch in the lower left of the window is in the on position.
- Problem: When printing an envelope, there is no return address.
- Solution: Hit the hotkey to Edit the addresses and find the record (or create one) that you want to designate as the return address and select the "Set Current as Return Address" option from the Edit menu
- Problem: It causes problems with a certain application.
- Solution: From the preferences dialog you can create a list of applications that cause problems while using PopAddress. You can add the application to a list of special applications (see Customizing PopAddress above).
- Problem: Some command keys no longer work with a certain application.
- Solution: Make sure you have not set up any "Hotkeys" using the same key(s) used by an application.
- Problem: It does not dial using the speaker.
- Solution: Either the PopAddress control panel is open (it must be closed in order to dial) or the name of the control panel has been changed (the name of the control panel must be "PopAddress" so it can be found when needed).